



# Job Opportunity

## State Controller's Office

**Position:** Program Technician (2 Positions), Full-Time Statewide

**Location:** Division of Collections  
3301 C Street, Suite 712, Sacramento, CA 95816

**Issue Date:** January 10, 2007

**Final Filing Date:** Until Filled

**Contact/Telephone:**

Susan Lash, (916) 322-1812

**Who May Apply:** Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

\* Free Parking Provided

**California Relay Service: 1-800-735-2929**

**Position Number(s):** 051-550-9927-074  
051-550-9927-xxx  
Ref 0110.CSU8

*Please call (916)323-3055 to request reasonable accommodations*

**Scope of the Position:**

With general direction provided by a Supervising Program Technician I, the incumbent will primarily be responsible for assisting callers who contact the Bureau of Unclaimed Property's (UCP's) Call Center seeking information regarding unclaimed property, and assist with support functions necessary to process claims. Duties include, but are not limited to the following:

**Duties and Responsibilities:**

*Candidates must perform the following essential functions with or without reasonable accommodations*

- Answer inquiry calls to the Bureau of Unclaimed Property's Call Center, relating to specific claims or providing general information regarding the Unclaimed Property Program;
- Research the less difficult claim inquiries with reference to laws, rules and regulations governing the distribution of unclaimed property;
- Prepare the less difficult correspondence to claimants regarding the necessary documentation to return with the claim form and general information on unclaimed property law;
- Respond to inquiries regarding unclaimed property laws, policies, and claim procedures;
- Refer claims or calls that are determined to be more complex to the appropriate staff for further evaluation and resolution, per Bureau Procedures;
- Assist in monitoring the incoming call volumes by entering data into the personal computer to update the call center expedite fax database.

*Applications will be screened and only the most qualified will be interviewed*



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



**How to Apply:**

**All hires will be subject to a background check.**

**For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.**

Please submit a STD. 678 State Application and Résumé to:

**State Controller's Office**

Division of Collections  
3301 C Street, Suite 712  
Sacramento, CA 95816

Attn: Susan Lash

Reference Number 051-550-9927-074, 051-550-9927-xxx, Ref 0110.CSU8 (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).